



PRIVACY POLICY

PETRO Industrial Solutions (Pty) Ltd respects your privacy. This Privacy statement governs the manner in which PETRO Industrial Solutions (Pty) Ltd (2010/017597/07) and their related bodies may collect, hold, use, and disclose customer information, as well as individuals associated with the customer (including, without limitation any guarantor or proposed guarantor). PETRO Industrial Solutions (Pty) Ltd is bound by the Protection of Personal Information Act (POPIA) of South Africa.

Consent

In specific situations, we can collect and process your data with your consent. For example, when you tick a box to receive email newsletters.

By using PETRO Industrial Solutions (Pty) Ltd's website you consent to the collection and use of this information by PETRO Industrial Solutions (Pty) Ltd described in this statement.

Personal Information Collected

The type of information that may be collected is your name, postal/delivery address, phone numbers, email addresses, financial information (such as bank account and credit card details). This type of information may be collected via telephone, fax, email, written correspondence, or via our website. This is not an exhaustive list.

Information in relation to our Fuel Management products and services, location-based information. Information is also obtained as a result of credit checks that you authorize us to undertake.

Web Cookies and Beacons

Web cookies are parcels of text that are sent by a server to a Web browser and then sent back unchanged by the browser each time it accesses that server.

Web beacons are objects that are embedded in a webpage or email that are invisible to the user but allow checking that a user has viewed the page or email.

Our website does use two different types of cookies. The first type is known as a "session-based" cookie and is allocated to your PC only for the duration of your visit to our website. This cookie automatically expires when you close down your browser. The second type of cookie is known as a "persistent" cookie. Use of our website creates persistent cookies which remain on your PC for a period of time.

If you wish to disable cookies, you may do so through your individual browser options. Certain functions of our website may be unavailable to use if you reject cookies.

14 Bentonite Street, Alrode, Alberton,
Johannesburg, South Africa

P: +27 (0)11 864 7758
F: +27 (0) 11 864 1649

sales@petroindustrial.co.za





How do we use and disclose your personal information?

Personal information collected from Clients and Customers ultimately allow us to provide you with better customer service.

We use your personal information for a range of different purposes including:

- Accessing an application for commercial credit or a trading account
- Providing you with our products and service
- To process customer account applications
- To assist in building a relationship with our customers and clients
- To assess your application for employment
- To keep you informed of price changes, new products, and services, including direct marketing
- To respond to any complaint made by you
- Improve our site
- Performing research and analysis
- To answer your inquiries or provide support about existing or new products or services
- Other related secondary purposes for which PETRO Industrial Solutions (Pty) Ltd could reasonably expect to use such information

Who do we disclose your information to?

We may disclose your personal information to third-party organizations such as solicitors, industry groups, business partners, auditors, debt collectors, mailing houses, printing houses, business partners, and electronic network administrators. However, when doing so, we aim to take contractual measures to safeguard your personal information so that we comply with the privacy standards listed.

There are exceptions to the general rule under the Protection of Personal Information Act (POPIA):

- Where the disclose is required or authorized by or under law
- Where it is necessary to prevent a threat to public health and/or safety
- For direct marketing, where the individual has consented, or if consent is not practicable has had the opportunity to opt out and has not done so.

PETRO Industrial Solutions (Pty) Ltd may, in some circumstances, disclose information to our providers of cloud services, and website hosting services which may be based outside of South Africa.

Information is disclosed when order details are processed as part of our order fulfillment process. In this case, the third party will not disclose any of the details to any other third party.

Reasonable precautions are taken to keep the information disclosed to us secure. Furthermore, we are not responsible for any breach of security or for any actions of any third parties that receive the information.

Where PETRO Industrial Solutions (Pty) Ltd also provides 'links' to other websites on the internet, we are not responsible for their Privacy Policies or how those websites manage information about their users. We strongly urge you to check with those websites to determine their Privacy Policy.

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Integrity of Personal Information

PETRO Industrial Solutions (Pty) Ltd will take reasonable steps to ensure any personal information collected is:

- Accurate, up to date, and complete
- Protected from unauthorized access, modification, or disclosure
- Protected from misuse, loss, and interference; and
- Destroyed or de-identified if the information is no longer needed for certain purposes.

Please contact us by email or in writing if your personal information is in any way incorrect, irrelevant and we will correct the information. You may also find at times our staff will request updated information to ensure our records are maintained.

Access to Personal Information

You may at any time request access to a summary of your personal information held by us, and request corrections or updates to that information. PETRO Industrial Solutions (Pty) Ltd will provide this information in accordance with the Act. There are certain exemptions which may apply to the provision of that information. To request access to your personal information or if you have a question regarding our Privacy Policy please contact us.

Complaints

If you wish to make a complaint to us about how we have handled your personal information, you should contact us.

We will investigate the complaint and you can enquire about the progress of the investigation at any time. We aim to resolve the matter to your satisfaction. If you are not satisfied with the outcome, you may take your complaint to the Information Regulator in South Africa. Contact details can be found at the Information Regulator's website.

Security

Your personal information is held in a secure environment to safeguard it from misuse, disclosure, alteration, or destruction. We limit access to personal information about you to our employees and third-party agents, who we reasonable believe need to have access to your information to provide you with the information or services you request from us.

Our website has security measures in place to help protect against the loss, misuse, and alteration of the information under our control. While we cannot guarantee that loss, misuse, or alteration to data will not occur, PETRO Industrial Solutions (Pty) Ltd has in place generally accepted standards of technology to keep your personal information safe.

Personal information is stored either electronically or in hard copy, and appropriate security measures are in place to protect this information.

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Storing your Personal Information

PETRO Industrial Solutions (Pty) Ltd will store your personal information for as long as it is reasonably necessary for the purposes for which it was collected. We may store your personal information for longer periods of time in accordance with legal, tax, and accounting requirements.

Changes to our Privacy Policy

This privacy policy was last updated April 2024. We reserve the right to modify this privacy policy at any time without notice, so please review it frequently.

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PETRO Industrial Solutions

Contact Information

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